

# **Contract Award – Behavioral Health Services Administration for Greater Arizona Frequently Asked Questions**

## **Background**

### **1. What is the contract for?**

The contract requires organizations to administer a managed care behavioral health delivery system in five geographic service areas (GSA) in 14 counties as outlined below:

<b>GSA</b>	<b>Counties</b>
1	Apache, Coconino, Mohave, Navajo, Yavapai
2	La Paz, Yuma
3	Cochise, Graham, Greelee, Santa Cruz
4	Gila, Pinal
5	Pima

This contract does not cover Maricopa County.

The populations covered under this contract include:

- Medicaid eligible children and adults (Title XIX and Title XXI),
- Developmentally disabled children and adults eligible for the Arizona Long Term Care System that have behavioral health disorders.
- Non-Title XIX Persons with a serious mental illness,
- To the extent that funds are available, other Non-Title XIX children and adults.

As of January 2005, there were 58,301 adults and children receiving behavioral health services throughout the five GSAs.

### **2. Why did the state seek to obtain a new contract for the Greater Arizona Regional Behavioral Health Authorities?**

The Arizona Department of Health Services is required by Arizona procurement law to re-solicit all services and commodities at the conclusion of all five-year contracts. The current contracts with the existing Contractors in these five GSAs are set to expire June 30, 2005. This process allows for a procurement process to secure the most advantageous contractor for the state.

### **3. How did the selection process work?**

The Request For Proposals required Offerors to submit a proposal in which they responded to a series of questions pertaining to administration, network, service delivery, quality management, grievance and appeals, information technology, and finance.

#### 4. What has the evaluation committee been doing?

Dates 2004 and 2005	Subcommittees & Evaluation Committee Activity
August – October 2004	Prepared for the evaluation by reading the RFP
October – December 2004	Evaluated proposals received from Offerors
January 2005	Site visits
January – February 2005	Evaluated Best and Final Offers received from Offerors and made contract award recommendations to Procurement Administrator

#### 5. Who was involved in the selection process?

The Subcommittees and Evaluation Committee had thirty-six (36) representatives from the community and the Arizona Department of Health Services. Representatives from the community included behavioral health recipients, family members, parents, advocates, other state agency personnel, and other experts.

#### 6. How were members of the subcommittees and evaluation committee selected?

Representatives from the community were selected based upon their behavioral health knowledge and expertise.

### The Contract

#### 1. What companies were awarded contracts?

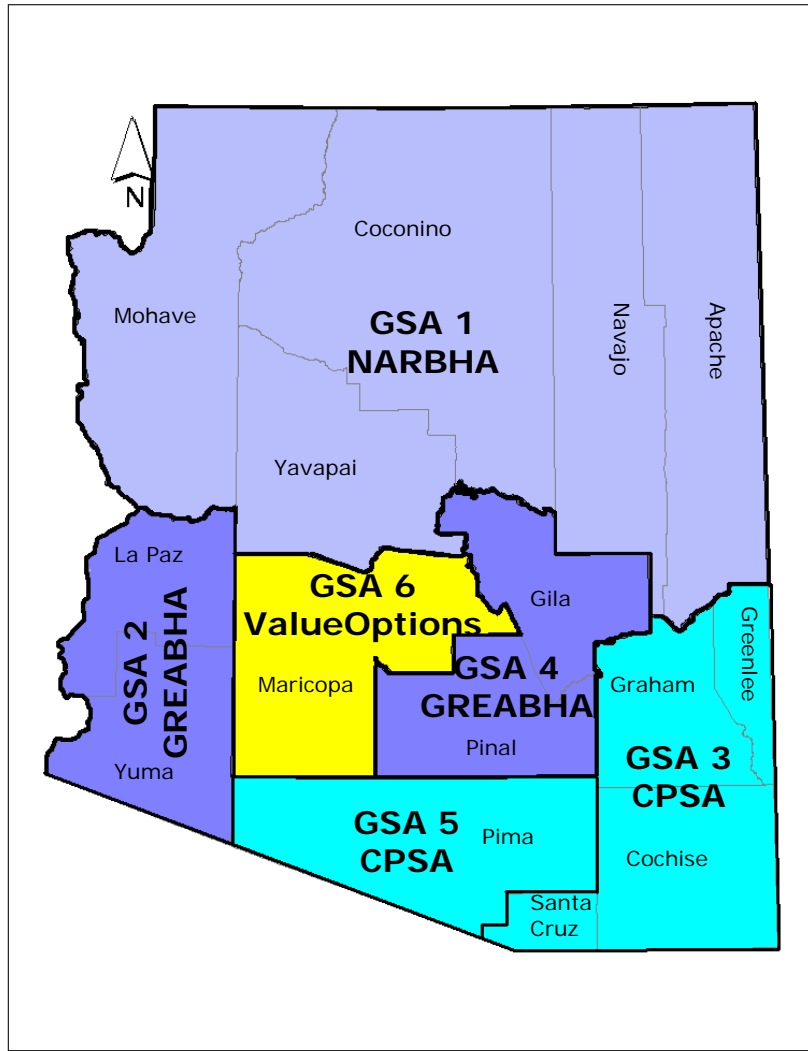
The Department of Health Services awarded contracts to three companies:

- Community Partnership of Southern Arizona (CPSA),
- Greater Arizona Behavioral Health Authority (GREABHA), and
- Northern Arizona Regional Behavioral Health Authority (NARBHA).

The following table provides information regarding what GSAs companies submitted a proposal on and what companies were awarded a contract by GSA.

Company	GSAs Proposed	GSA(s) Awarded
Community Partnership of Southern Arizona (CPSA)	3 and 5	3 and 5
the EXCEL group (EXCEL)	2	None
Greater Arizona Behavioral Health Authority (GREABHA)	1, 2 and 4	2 and 4
Magellan	5	None
Northern Arizona Regional Behavioral Health Authority (NARBHA)	1	1
Pinal Gila Behavioral Health Association (PGBHA)	4	None

The following map depicts all Contractors (RBHAs) statewide by GSA (excluding tribal contractors).



## 2. What are the key contract requirements?

The contract can be categorized by two main responsibilities: clinical practice and business operations.

**Clinical practice** - Clinical practice must meet the needs of behavioral health recipients and their families.

**Children services:** Practice must be consistent with serving children in accordance with the 12 principles outlined in the Children's Settlement Agreement. These principles include access to services and respect for the child and family's unique cultural heritage. All children must be serviced through the use of Child and Family Teams in which child and family voice is paramount in designing and delivering behavioral health services.

**Adult services:** Practice must be consistent with the principles for serving persons with a serious mental illness.

For both children and adults, services must go beyond traditional services and need to include the use of support services and natural supports.

**Business operations** - Business operations must support the implementation of clinical practice that meets the needs of behavioral health recipients and their families. The business operations shall make use of managed care practices while achieving the goals stated within the Request For Proposals. Some changes related to business operations include an increased attention for communication within the Contractors' organization and with the community including families. Increase attention to network sufficiency including enhanced minimum network requirements and administration. Significant resources are earmarked for training to impact clinical practice.

## 3. How long is the contract for?

The contracts will begin on July 1, 2005 and will continue for three years with the state's option to extend the contract for up to twenty-four months.

## 4. How much?

The estimated revenue for all contracts combined is \$360 million per year.

## 5. What significant changes will we see under the new contract?

- *From the perspective of behavioral health recipients*, the most significant change will be how the consumer and family voice is core to service planning and service delivery.
- *From the perspective of the community*, improved communication will foster a community that has a shared understanding and partnership regarding the operations of the behavioral health delivery system.
- *From the perspective of providers*, the most significant change will be enhanced communications that will respond to provider requests in a uniform and timely manner. Further, all Contractors have committed to providing training and technical assistance to providers so they can effectively meet the behavioral health services needs of those served through this contract.
- *From the perspective of the state*, we continue our work in ensuring that all Contractors adhere to the requirements outlined in the contract and meet the behavioral health service needs of those serviced under the contract.

## **6. How will you make sure the Contractors adhere to the contract?**

The Department's Contract Implementation Team set up for each Contractor will be monitoring very specific requirements of the contract and contents of the Contractor's proposal. Additionally, the monthly, quarterly and yearly monitoring conducted by the Department will be adjusted to reflect the requirements of the contract (e.g. Annual Administrative Review, Independent Case Review, Financial Reporting).

## **7. What if someone appeals the decision?**

After award, an interested party (offerors who did not receive an award) may file a protest within prescribed time limits. The offeror has ten days from the time they knew or should have known about issue to file a protest. After receipt of the protest, the Procurement Officer has fourteen (14) days to respond to the protest. Upon receipt of the Procurement Officer's decision, the protester has 5 days to appeal to the Director of the Arizona Department of Administration after receipt of the Procurement Officer's decision. The administration director can either decide to sustain or overturn the decision of the procurement officer, or, have the case heard by a hearing officer. The Director has 30 days to make this decision. If the Director or hearing Officer sustains the decision of the Procurement Office, the protester can then file a lawsuit in Superior Court.

## **Next Steps**

### **1. What happens now?**

The Department's Contract Implementation Team comprised of Department staff, consumers and advocates shall immediately begin meeting with each Contractor awarded a contract and continue meeting through at least December 2005. The Department will ensure the implementation of necessary milestones to implement the new contract for July 1, 2005. These milestones will be comprised of requirements contained within the RFP and the Contractor's proposal. The Department will also be working with the existing contractors who were not awarded a contract to transition to the new Contractor. The Department will take all measures necessary to ensure that there is a smooth transition from one Contractor to another.

### **2. What changes will consumers and families see?**

Above all else, behavioral health services shall not be disrupted. The current Contractors are required to fully implement their obligations under their current contract through June 2004 and ensure individuals receive the behavioral health services identified by the clinical team and listed on the service plan.

The Department will immediately begin working with the organizations awarded contracts to ensure that behavioral health care is continuously provided as planned for by the clinical team and stated on the treatment plan. It is important to note that almost all current behavioral health care providers will remain part of the network in each GSA.

Each behavioral health recipient will receive information regarding their current care and what positive changes they can anticipate at the beginning of the contract. One of the most significant changes that a behavioral health recipient and family members will notice is an increased focus on consumer and family voice in service planning and service delivery.

### **3. Will there be any interruption in services?**

No. In the unlikely event that there is any disruption to a behavioral health recipients services they should contact Arizona Department of Health Services – Division of Behavioral Health Services at (602) 364-4558 or (800) 867-5808 for assistance.

#### **4. How can I get more information?**

*For more information, contact the Arizona Department of Health Services - Division of Behavioral Health Services at (602) 364-4558 or (800) 867-5808.*

*For procurement information, call the Department of Health Services' Procurement Office at (602) 542-1040 or e-mail DHS at [RFP@azdhs.gov](mailto:RFP@azdhs.gov).*

*The Request for Proposal and related documents may be obtained on the Arizona Department of Health Services' website at <http://www.azdhs.gov/bhs/contracts/gaz/index.htm>.*